FaxFinder™

FF200

2-Port V.34 Fax Server

Quick Start Guide

MultiTech® Systems

FaxFinder Model FF200 2-Port V.34 Fax Server
Quick Start Guide

P/N 82099261L, Revision B

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Record of Revisions

Revision	Date	Description
A	06/15/05	Initial Release, Rev A.
B	04/28/06	Revise descriptions of Device Mgr SW and of client SW.

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Getting Started

This guide shows you how to set up your Multi-Tech Model FF200 FaxFinder 2-port fax modem system. The FaxFinder is a fax server for networked environments. With it, you can receive faxes as emails and send faxes from any application that can print.

The FaxFinder operates in two modes: PBX Routing Mode and POTS Mode[1].

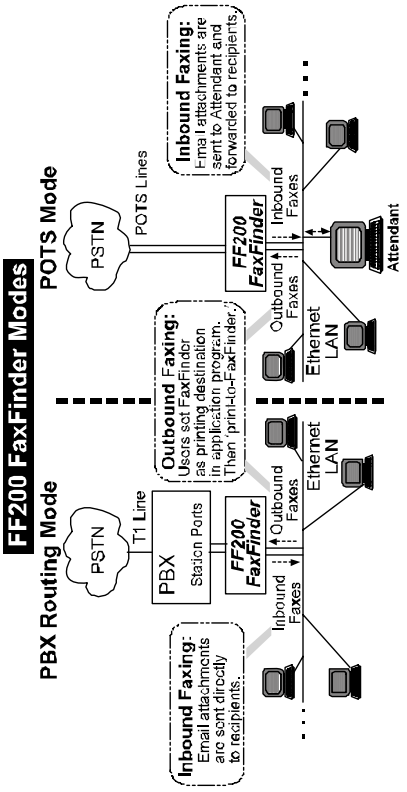
PBX Routing Mode. When connected to station ports (2) on a PBX[2], the FF200 functions as a network fax server with full two-way fax service. Multiple PBX extension numbers are dedicated to incoming fax traffic which is routed to the FF200. (Two station ports are needed. Faxes transmitted to any of the PBX's fax-dedicated extension numbers all go to the station ports serving the FF200.) The FF200 converts the incoming faxes into graphic files that are sent as email attachments to fax recipients on the ethernet network.

1. The mode is set in the **Modem Configuration** screen of the FaxFinder Server software.
2. For FF200 compatibility in PBX Routing Mode, the PBX must support 'convergent routing,' that is, the routing of multiple extension numbers to a single station port. PBXs lacking this functionality can still be used with the FaxFinder in POTS Mode.

Each fax-dedicated PBX extension number is associated with a particular email address. Fax clients on the network can send faxes directly from their PCs using any application program that can print. In response to the 'Print' command, the FF200 turns the 'print file' image into a fax. It transmits the fax to the public phone system (PSTN) or to another PBX extension.

POTS Mode. When connected directly to a regular POTS line (or to a PBX without convergent routing capability), the FF200 functions as an outgoing fax server with incoming fax service to an attendant. Outgoing faxes work the same as in PBX Routing Mode. That is, to send a fax into the public phone system (PSTN), the client software executes a print-to-file command from an application program. However, all incoming faxes go to a single email recipient, the attendant, who then sends them on, as needed, to the intended recipient.

In both configurations, the FF200, having two fax ports, can send and receive faxes simultaneously.


FF200 FaxFinder Modes
POTS Mode
PSTN
POTS Lines
Inbound Faxing:
Email attachments are sent to Attendant and forwarded to recipients.
FF200 FaxFinder
Inbound Faxes
Outbound Faxes
Attendant
Outbound Faxing:
Users set FaxFinder as printing destination in application program. Then "print-to-FaxFinder."
Ethernet LAN
PBX Routing Mode
PSTN
T1 Line
PBX
Station Ports
FF200 FaxFinder
Outbound Faxes
Ethernet LAN
Inbound Faxes
Inbound Faxing:
Email attachments are sent directly to recipients.

We Supply

- An FF200 FaxFinder with factory-installed software
- A set of four self-adhesive plastic feet
- One universal power supply with power cord
- Two common telephone cables (RJ-11 at both ends)
- A product CD that contains: (a) a software package for client PCs, (b) a system management software package for the administrator's PC, and (c) additional documentation for both administrators and client/users
- This printed Quick Start Guide

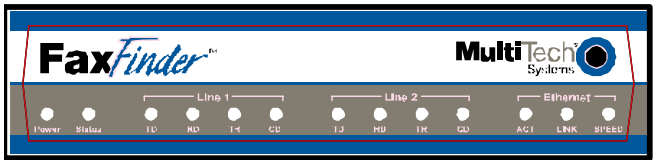
You Supply

- A nearby AC power outlet
- A connection to your Ethernet LAN
- Two telephony connections

  either - PBX station port(s)

  or - common subscriber (POTS) phone line jack(s)
- An admin PC (with web browser) to configure the FaxFinder
- Client PCs (Windows NT/2000/XP) with email and printing applications. Network clients receive faxes in their email inboxes. They will send faxes by printing to the FaxFinder server from application programs.

LED Panel



Prerequisite: Determining PBX Compatibility & Configuration

To operate the FF200 FaxFinder system in conjunction with a PBX and in "PBX Routing Mode," that PBX **must** be able to do convergent routing. That is, it must route incoming calls made to many PBX extension numbers to a single PBX station port. For example, fax calls to twenty PBX extension numbers (555-3101 through 555-3120) might be directed to a FaxFinder unit at 555-3121.This multiple-extension-to-single-port capacity allows multiple PBX users to have their own unique directory numbers for receiving faxes.

If you are using the FF200 in conjunction with a PBX and in "PBX Routing Mode," be sure that the PBX has this multiple-extension-to-single-port capacity and that this capacity is activated.

How PBX Routing Works

The PBX routes several incoming extension numbers to one station port. When an incoming call is received by the PBX for one of these extension numbers, the PBX will ring the station port to which the FF200 is installed. The FF200 will detect the ring and go off hook . When the PBX detects that the line has been seized, it will send DTMF digits to the FF200 identifying the extension number for which the fax was intended.

The FF200 will receive the fax and then check these DTMF digits against the numbers in the FaxFinder Phone Book.

The FaxFinder Phone Book is an "inbound phonebook," that is, it's a list of individuals who may receive faxes on the FaxFinder system.

If a match is exists, the FaxFinder will direct the fax to the matched recipient. The FaxFinder exports the fax as a TIFF file and sends it to the matched recipient as an email attachment.

If no match exists, the FaxFinder will direct the fax to the "Unassigned Number" email address in the FaxFinder Phone Book.

If you are operating the FF200 in conjunction with an Avaya Magix PBX or with an Avaya Definity PBX, then select "PBX Mode Code" as the routing option. "PBX Mode Code" is a special, proprietary type of PBX routing that works only with those PBXs.

Server Installation Process

Part A: Connecting the FaxFinder to Power Outlet and Ethernet

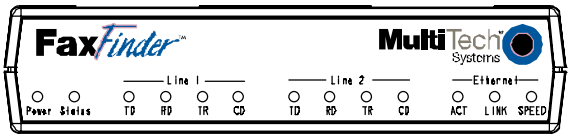
Summary: Place the FaxFinder in a convenient location. Then connect it to your AC power outlet, POTS lines or PBX station ports, and Ethernet.

1. Connect FaxFinder to AC Outlet.

Plug the DC power transformer into a power outlet or power strip. Secure the other end to the PWR jack on your FaxFinder. The DC power transformer is included with your FaxFinder.

> **Caution:** Use only the DC power transformer supplied with the FaxFinder. Use of any other transformer voids the warranty and can damage the FaxFinder.

2.Verify powering.

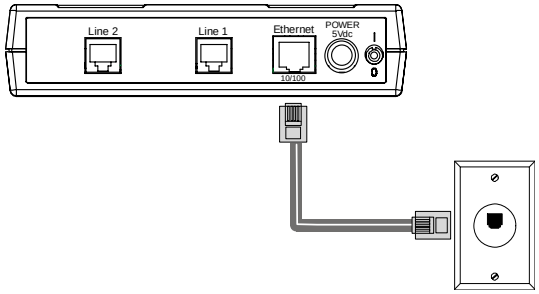


After power is applied, there is a 4-second delay before the **Power** LED comes on. In normal operation, the **Power** LED will be flashing.

When you apply power, the FaxFinder performs a diagnostic self-test. The **PWR** indicator flashes when the test is complete and the unit is ready. If this does not happen, check that the power supply is solidly connected and that the AC outlet is live.

3. Connect FaxFinder to Ethernet Network.

Plug one end of your RJ45 ethernet cable into the FaxFinder's ethernet jack and the other end into your network ethernet hub. This ethernet cable is not included with your FaxFinder unit.



Caution: Before connecting to the Ethernet Network, make sure that the network to which you are connecting the FaxFinder is not a 192.168.2.x subnet. Because the FaxFinder's factory default IP address is 192.168.2.1, connecting it to a network that has a different device at that same IP address would cause data interference.

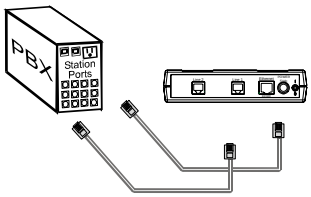
If it is a 192.168.2.x subnet, connect from the Administrative PC to the FaxFinder until the FaxFinder's IP address has been configured. Thereafter, connect the FaxFinder into the network with an ordinary RJ45 cable.

Part B: Connecting to Telephony Service

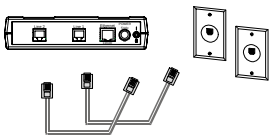
The FF200's fax modem can either be connected to a PBX (for use in **PBX Routing Mode**) or to a POTS line (for use in **POTS Mode**).

Connection for PBX Routing Mode	Connection for POTS Mode
Plug one end of the phone cable into the FaxFinder's LINE jack and the other into an available Station Port on the PBX.	Plug one end of the phone cable into the FaxFinder's LINE jack and the other end into your standard telephone receptacle.
An RJ11-to-RJ11 cable is included with your FaxFinder.	

PBX Routing Mode



POTS Mode



Part C: Configuring the FaxFinder Server

Summary of Configuration Data

The table below lists the information you will need to fill in on the various FaxFinder Server screens.

Gathering this information in advance will expedite the FaxFinder configuration process.

Server Parameters (for Server Admin screen)	**Values for this FaxFinder**
IP Address (of FaxFinder unit)	
Subnet Mask	
(Domain) Name Server	
Secondary Name Server (optional)	
Default Gateway	
Time Server (typically time.nist.gov)	
SMTP (Mail) Server Address	
Routing (Choose either “Pots Line (POTS Mode), or the setting for a listed brand of PBX (like “Avaya Mode Code” or “Alcatel Mode Code”) if applicable, or the “DTMF Digits” setting for other PBXs.	

User Parameters (for Server Phonebook, Client *Options* screen, and Client *Add Device Address* screen)				
Name	**User ID/ Username**	**Email Address**	**PBX Ext**	**Password**

1. Setting Admin PC to Startup IP Address

a. Connect a pc to your network.

b. Set the pc IP address to **192.168.2.x** subnet (using any address excluding 192.168.2.1).

Windows XP	**Windows 2000**
a. From the Windows desktop, right-click on "My Network Places," and select "Properties."	a. From the Windows desktop, right-click on "My Network Places," and select "Properties."
b. In the **Network Connection** screen, right-click on "Local Area Connection."	b. In the **Network and Dialup Connections** screen, right-click on "Local Area Connection" and select "Properties."
c. In the **Local Area Connection Properties** screen, on the "General" tab, scroll to the "Internet Protocol (TCP/IP)" entry and select it. Click "Properties."	c. In the **Local Area Connection Properties** screen, select the "Internet Protocol (TCP/IP)" entry. Click "Properties."
d. In the **Internet Protocol (TCP/IP) Properties** screen, record the existing IP address. Then reset the IP address to 192.168.2.2.	d. In the **Internet Protocol (TCP/IP) Properties** screen, record the existing IP address. Then reset the IP address to 192.168.2.2.

Windows NT

a. From the Windows desktop, right-click on "Network Neighborhood," and select "Properties."

b. In the **Network** screen, on the "Protocols" tab, select "TCP/IP Protocol" in the list of Network Protocols. Click "Properties."

c. In the **Microsoft Internet Protocol (TCP/IP) Properties** screen, record the existing IP address. Then reset the IP address to 192.168.2.2.

2. Logging In (I)

a. Bring up a Web browser on your pc. At the browser's address line, type the default IP address: **http://192.168.2.1** and press **Enter**.

b. The **Login** screen will appear.

At this point you can be assured that the FaxFinder is connected to the network.

If the **Login** screen does not appear, see the "Troubleshooting" chapter of the *Administrator User Guide*, specifically item #1, "What if I can't see the web page for my FaxFinder?"

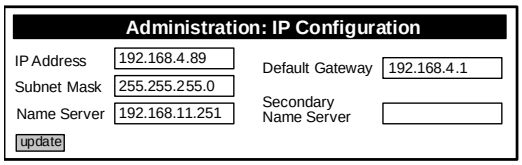
c. At the **Login** screen, enter **admin** (all lower case) in the User Name field.

d. Enter **admin** (all lower case) in the Password field.

e. Click the **Login** button. The Web Management **Home** screen will appear. From this screen, you can access all of the FaxFinder Server software screens.

3. Setting FaxFinder IP Addresses

a. In the FaxFinder **Administration** screen, go to the **IP Configuration** fields.



b. Fill in the IP information that applies to your FF200 FaxFinder Server unit. The fields for “IP Address,” “Subnet Mask,” “Default Gateway” and “Name Server” are required. A “Secondary Name Server” may be considered optional.

c. Click **Update**. After the **Update** button has been clicked, it takes 5 seconds for the FF200 to update the addresses.

4. Resetting Admin PC to Its Regular IP Address

In step #1 above, you recorded the original IP address of the administrator’s PC and then reset it to the IP address required to allow communication with the FaxFinder unit. You may now set the IP address of the administrator’s PC back to its original value or to any other value that will allow you to communicate with the FaxFinder at its new IP address.

5. Logging In (II)

Having reset the IP address of the administrator’s PC, you must log into the FaxFinder Server software again. Enter the FaxFinder’s new IP address into your browser. The **Login**

screen should appear. (If the Login screen does not appear, see the Troubleshooting chapter of the *Administrator User Guide*.)

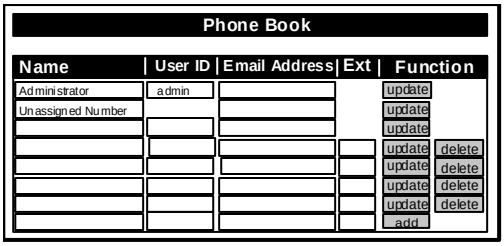
6. Setting Administrative Functions

Go to the FaxFinder **Phone Book** screen.

Note: The first two rows of the Phone Book list are for special purposes.

The first row is for the “Administrator” function. No matter what values are used for the **Name**, **User ID** and **Email Address** fields, the first row will still apply to the person doing the Administrator function for the FaxFinder system. The Administrator is the party privileged to configure the FaxFinder Server.

The second row is for the “Unassigned Number” function. Again, no matter what values are used for the **Name**, **User ID** and **Email Address** fields, the second row will still apply to the person doing the Unassigned Number function for the FaxFinder system. If the FaxFinder is operating in POTS Mode, this Unassigned Number ‘attendant’ will receive all emails and will have to distribute them to their final recipients. If the FaxFinder is operating in PBX Routing Mode, this Unassigned Number attendant will instead receive all emails that are undeliverable to any end-user on the FaxFinder system.

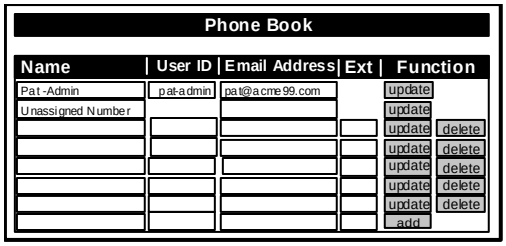


a. Administator Row: Email Address

i. In the “Administrator” row of the **Phone Book** screen, enter the name and user ID to be used for the FaxFinder administrator (it need not be literally “Administrator”). All incoming faxes will be marked as coming from this administrator. Then enter the email address of the party who will act as the FaxFinder administrator.

ii. Click on **Update** in the “Administrator” row. At this point, a **Login** screen will appear and you will be asked to log in again. Log in using the administrator’s User ID (as listed in the “User ID” column) and the administrator’s current password (at this point, it should be **admin**).

At this point, the FaxFinder 'home' page is displayed. Click on **Phone Book** to see the updated values.



b1. Unassigned Number Row: PBX Routing Mode *only*

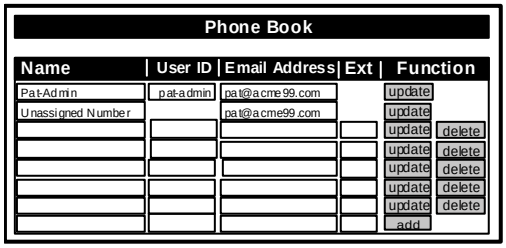
In the "Unassigned Number" row of the **Phone Book** screen, enter the email address of the person whom you want to receive all inbound faxes sent to unassigned PBX phone numbers. (For example, suppose extra PBX extensions were allocated to incoming faxes but were not specifically assigned to any individual employee. Faxes sent to those PBX extensions would go to the Unassigned Number email address.)

b1. Unassigned Number Row: POTS Mode *only*

In the “Unassigned Number” row of the **Phone Book** screen, enter the email address of the person whom you want to receive all faxes sent to the FaxFinder system. This party becomes essentially the ‘fax attendant’ for the FaxFinder system. This is the person who forwards received faxes to their intended recipients, typically by forwarding the email to which the fax is attached.

b3. Unassigned Number Row: Finishing

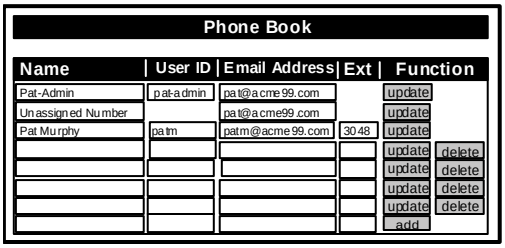
Click on **Update** in the “Unassigned Number” row. The message “Success: Unassigned Number was updated” will appear above the Phone Book list.



c. Personal Email Address for Administrator (optional)

i. Just below the "Unassigned Number" row of the **Phone Book** screen, enter the name and user ID that the FaxFinder Administrator can use to send and receive (PBX Routing Mode only) personal faxes. In PBX Routing Mode, enter, in the **Ext** field, the Administrator's PBX fax extension. In POTS Mode, leave the **Ext** field blank. (Generally, the administrator should have an additional phonebook entry for receiving ordinary fax traffic for his/her own use that is separate from the administrator function.) Then enter the email address at which the FaxFinder administrator will receive such fax traffic.

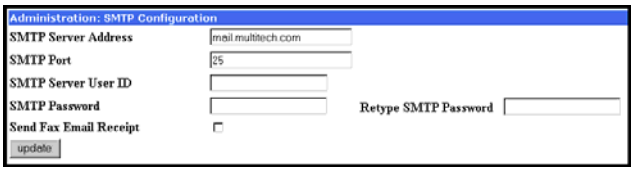
ii. Click on **Update** for this row. The message "Success: [name] was updated" will appear above the Phone Book list.



7. Setting Up the Mail Server

The FaxFinder uses a mail server to send fax log reports, by email, to the administrator. An email is also sent to the administrator each time the FaxFinder is powered up. In all cases, you must specify the address of the mail server and the email address of the administrator. Some email servers require authentication before allowing the FaxFinder access. In these cases, the FaxFinder unit must be assigned a Server User ID and a password. If the mail server does not require authentication, the related **SMTP Configuration** fields ("SMTP Server User ID," "SMTP Password," and "Retype SMTP Password") must be left blank.

a. In the FaxFinder **Administration** screen, go to the **SMTP Configuration** fields.



b. Fill in the network IP address or domain name of your mail server.

c. Enter the email address of the administrator (the party that you want to receive fax log reports).

d. At this point the Administrator should receive an email from your FaxFinder saying that the mail server address has been updated.

e. **Email Server Authentication Parameters**. If your email server requires authentication in order to give the FaxFinder access, fill in the lower three fields (**Server User ID**, **Password**, **Retype Password**). If you can enter the network email program and send messages *without* entering a User ID and Password, then you *must* leave these fields blank.
However, if your network email program *does* require a User ID and Password in order to send email messages, you *must* fill in these three fields. If authentication is required and these fields are left blank, then the error "SMTP Authentication Error" will appear on the **Current Status** screen in the "Email Status" field. If authentication is not required and these fields *are* filled in, then an error will also occur. *You must know how your email server works in this regard and complete the* **Administration: SMTP Configuration** *screen accordingly*.

f. If you do not receive an email saying that the mail server address has been updated, see item #2 "What if I don't get an email when I set the mail server address?" in the Troubleshooting section of the Administrator User Guide.

8. Configuring the FaxFinder's Modems

Each of the FaxFinder's Modems directs inbound faxes to client email addresses.

a. In the FaxFinder Server software, go to the **Modem Configuration** screen.

b. In the **Modem Configuration: POTS Modem 1**, screen, enter the modem characteristics needed in your FaxFinder system. The default values have been designed to work well in many situations.

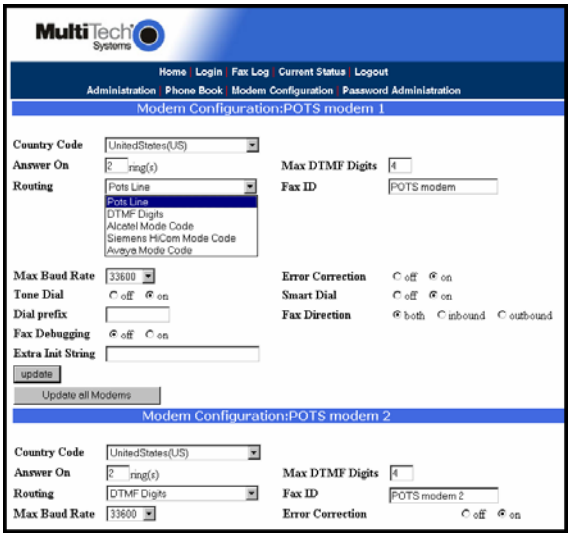
c. Specify a Country Code that fits your location.

d. Use the **Routing** field to set the FaxFinder's operating mode.
For POTS Mode, set the **Routing** field to "POTS Line."
For PBX Routing Mode, set the **Routing** field to "DTMF Digits," or, if a mode code for your PBX is listed in the drop-down box, select that mode code.

The "Avaya Mode Code" setting applies to Avaya PBXs in which a centralized voice-mail system (like Merlin Messaging or Intuity Audix) has been installed. FaxFinder supports such Avaya PBXs as Magix, Definity, S8500, and other models.

The "Siemens HiCom Mode Code" setting applies to the model 300H and other Siemens PBXs in which a centralized voice-mail system has been installed.

The "Alcatel Mode Code" setting applies to the Alcatel model Omni-PCX4400 PBX equipped with an inband DTMF protocol for connecting to voice-mail.



e. Set the **Max DTMF Digits** field per the requirements of the PBX with which the FaxFinder will interface (if applicable).

f. **Fax ID**. The value entered in the "Fax ID" field will appear in the fax log printed by the sender's fax machine and, typically, will be printed at the top of each page of the transmitted fax.
In PBX Routing Mode *(where the* ***Routing*** *field is set to "DTMF Digits" or a 'mode code' option for a particular PBX brand)*, the Fax ID is typically the PBX fax extension number of the FaxFinder Administrator or the number of the phone line to which the FaxFinder is connected.
In POTS Mode *(where the* ***Routing*** *field is set to "Pots Line")*, the Fax ID is typically the number of the phone line to which the FaxFinder is connected.
In either mode, an organizational identifier, like the company name, might be used as the Fax ID instead of any fax number.

g. **Smart Dial**. When Smart Dial mode is ON, the FaxFinder will look for a dial tone before dialing. If, under normal circumstances, no dial tone is presented to the FaxFinder, then set Smart Dial to OFF. When Smart Dial is OFF, the FaxFinder modem will seize the phone line and dial after a 3-second pause whether a dial tone is present or not.
Hint: If 'no dial tone' messages appear consistently, set Smart Dial to OFF.

h. **Dial Prefix** (or 'access digit'). When the FaxFinder is attached to an extension of a PBX or key phone system, an access digit is often required to 'get an outside line' (that is, to make a connection to the PSTN). Often a "9" or an "8" is used for this purpose. You can also add a comma (",") to insert a pause that may be required to receive dial tone for the outside line.

If needed, enter the access digit and optional comma in the "Dial prefix" field. Inform FaxFinder client users that they should not insert any access digits when entering fax numbers in the **FaxFinder Send Fax** screen or in their FaxFinder Address Books. Instead, client users should enter fax numbers the way they would dial the number from an ordinary residential phone line. Finally, *avoid any access digit combination that might predispose client users to make fax calls accidentally to 911* or any other official/emergency phone number.

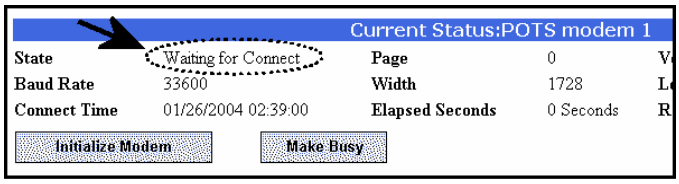
i. Click **Update**.

j. Click on **Current Status**. Watch the **Current Status: POTS Modem 1** portion of the screen. The "State" of the POTS Modem should be "Waiting for Ring."

k1. **Test Call - *for PBX Routing Mode*** *(where the **Routing** field is set either to "DTMF Digits" or to the mode code of a specified brand of PBX)*. From an ordinary POTS phone, dial one of the PBX phone numbers used for incoming faxes in the FaxFinder system. Dial the PBX phone number as you would from an outside line (it will not work to dial the number as if it were an ordinary 3- or 4-digit extension).

k2. **Test Call - *for POTS Mode*** *(where the **Routing** field is set to "Pots Line")*. From a different POTS phone, dial the number of the phone line to which the FF-200 FaxFinder is attached.

l. In the **Current Status: POTS Modem 1** screen, the "State" field should change to "Waiting for Connect." On the phone, you should hear modem dialup/negotiation tones.



m. If you both observe the "Waiting for Connect" state and hear the tones, then the FaxFinder's Modem has been configured properly.

If either of these is absent, see item #3 "What if the FaxFinder doesn't answer a fax call?" in the "Troubleshooting" chapter of the *Administrator User Guide*.

n. Repeat steps 8b through 8m for the FaxFinder's second modem.

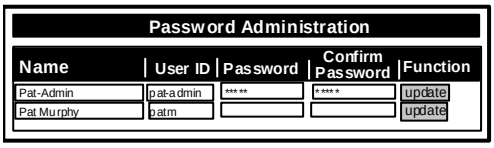
9. Changing Admin's Server Password

a. In the **Password Administration** screen, enter a new Password for the FaxFinder Administrator (something other than "admin"). This password is to be used in that person's capacity as administrator. Then re-enter the password in the "Confirm Password" field. Passwords can be as short as 1 character, as long as 40 characters, and are case-sensitive.

Notes: 1. Changes to any "User ID" must be done in the **Phone Book** screen.

2. As a default, the FaxFinder software automatically assigns as a password a string that is identical to the 'User ID' string.

b. Click on **Update** for this row. The **Login** screen will appear.



10. Specifying Administrator's Client Password

a. In the **Password Administration** screen, enter a new Password for the FaxFinder Administrator to be used for sending in that person's capacity as client/user of the FaxFinder system. Then re-enter the password in the "Confirm Password" field. Passwords must be at least 1 character in length, can be as long as 40 characters, and are case-sensitive.

Notes: 1. Changes to any "User ID" must be done in the **Phone Book** screen.

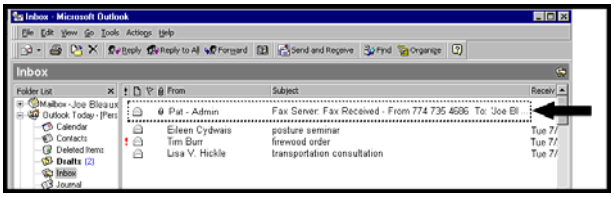
2. As a default, the FaxFinder software automatically assigns as a password a string that is identical to the 'User ID' string.

b. Click on **Update** for this row.

11. Sending Test Fax from Fax Machine to FaxFinder

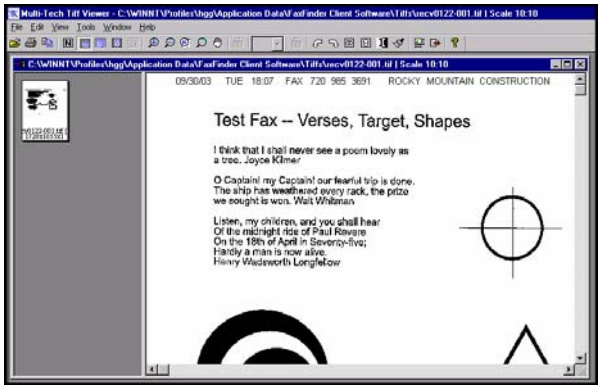
a. Using a conventional fax machine, send a fax to the fax number established for the FaxFinder Administrator.

b. Verify that the fax message sent reaches the email inbox of the administrator.



If the email does not appear within 5 minutes, see the "Troubleshooting" chapter of the *Administrator User Guide*, specifically the item entitled "What if I don't get the email to me of the test fax that I sent?"

c. Verify also that you can open the fax in a Tiff viewer program on your computer. The viewer program you use could be either the Multi-Tech Tiff Viewer or a graphic file viewer included with or installed in your PC. (The Multi-Tech Tiff viewer is included on the Product CD and installed with other client programs. During installation, you can choose to associate all Tiff files with the Multi-Tech Tiff Viewer or with another program.) In your email program, double-click on the file attached to the email message. The Tiff viewer program will come up automatically displaying the tiff file of the fax.


Multi-Tech Tiff Viewer - C:\WINNT\Profiles\bgg\Application Data\FaxFinder Client Software\Tiffs\recv0122-001.tif | Scale 10:10
File Edit View Tools Window Help
C:\WINNT\Profiles\bgg\Application Data\FaxFinder Client Software\Tiffs\recv0122-001.tif | Scale 10:10
09/30/03 TUE 18:07 FAX 720 985 3691 ROCKY MOUNTAIN CONSTRUCTION
Test Fax -- Verses, Target, Shapes
I think that I shall never see a poem lovely as a tree. Joyce Kilmer
O Captain! my Captain! our fearful trip is done. The ship has weathered every rack, the prize we sought is won. Walt Whitman
Listen, my children, and you shall hear Of the midnight ride of Paul Revere On the 18th of April in Seventy-five; Handy a man is now alive. Henry Wadsworth Longfellow

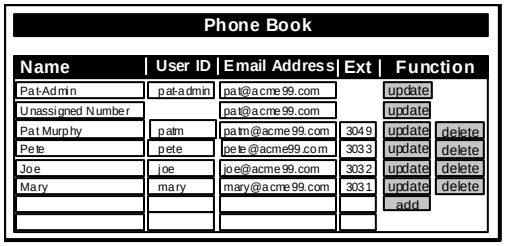
12. Adding Client/Users to the Phone Book

You can add entries to the FaxFinder Phone Book by direct data entry (typing in the names, user IDs, email addresses, and phone extension numbers) in the FaxFinder server software. If you use the "Device Manager" program, you can transfer all Phone Book entries from one FaxFinder unit to another FaxFinder unit if both are connected to the same Ethernet network. To do so, you use the **Synchronize Phonebooks** command (accessible in the "Edit" menu of the **Device Manager** program).

A. By Direct Data Entry

i. In the **Phone Book** screen just below the entries for the FaxFinder administrator, make entries for the other persons in your office who will send and receive faxes through the FaxFinder. For each such FaxFinder client/user, enter the name, user ID, and email address in the appropriate fields.
In PBX Routing Mode, enter, in the **Ext** column, the PBX extension assigned to each client user.
In POTS Mode, leave the **Ext** field blank; all incoming faxes will go to the 'Attendant' (the user specified in the Phone Book's Unassigned Number field) who will distribute them by email.

ii. Click on **Add** for each row. The message “Success: [name] was updated” will appear above the Phone Book list.



Phone Book

Name	User ID	Email Address	Ext	Function	
Pat-Admin	pat-admin	pat@acme99.com		update	
Unassigned Number		pat@acme99.com		update	
Pat Murphy	patm	patm@acme99.com	3049	update	delete
Pete	pete	pete@acme99.com	3033	update	delete
Joe	joe	joe@acme99.com	3032	update	delete
Mary	mary	mary@acme99.com	3031	update	delete
				add	

B. By Using the Device Mgr Synchronize Phonebook Command

The Device Manager software must be installed before the Synchronize Phonebook command can be used. See the section “Synchronizing Phonebooks” later in this manual.

Client Software Installation Process

Install FaxFinder Client Software

1. At the client PC, launch the installation program by clicking on the **setup.exe** file on the FaxFinder Product CD. Transient screens will appear.
2. At the **Welcome** screen, click **Next**.
3. At the **Choose Destination Location** screen, designate the desired file location for the FaxFinder client software. In most cases, the default file location is recommended.

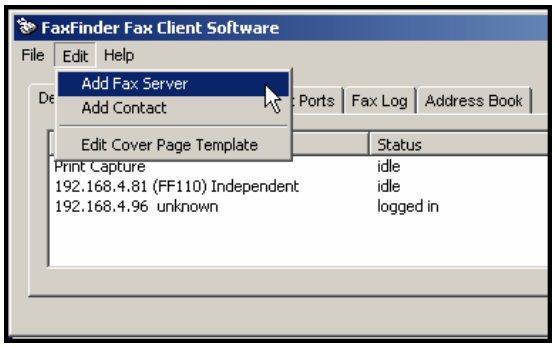
   Specify the desired file location and click **Next**.
4. At the **Select Program Folder** screen, you can designate a program folder for the FaxFinder software. Again, in most cases, the default is recommended unless you have other plans.

   Designate a folder and click **Next**.
5. A transient screen will appear while files are being copied.
6. You will be asked whether or not you want to associate TIF and CPG files with the Multi-Tech Tiff Viewer. Click **Yes** (unless you prefer to use a different viewer program).
7. If a Question screen appears asking “Warning – the extension CPG is already registered. Overwrite?” Click **Yes**.

8. If a Question screen appears asking "Warning - the extension TIF is already registered, Overwrite?," you must respond. Click **Yes** if you wish to use the TIFF viewer installed with the FaxFinder Client Software. Click **No** if you prefer to use a different software package for viewing TIF files.
9. Then the 'completion' screen will appear. Click **Finish**.
10. Icons for the FaxFinder software applications will appear in the Windows **Start** menu. A FaxFinder icon will also appear in the tray area at the lower-right corner of the screen.

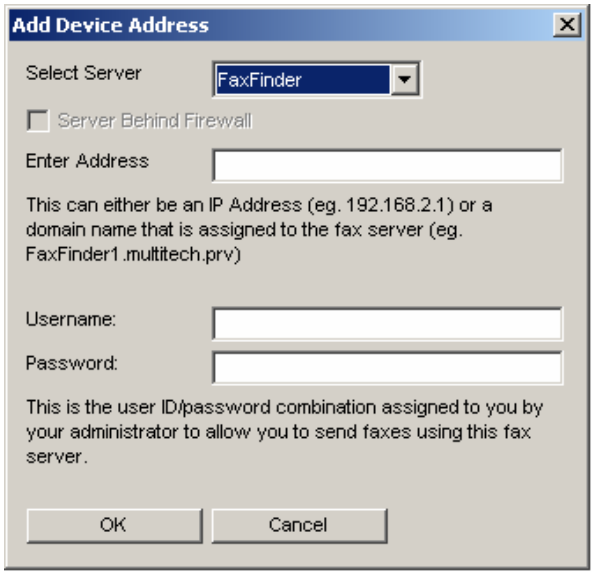
Associate Client with Specific FaxFinder Unit(s)

1. At the main screen of the **FaxFinder Fax Client Software**, click on **Edit** and select “Add Fax Server.”



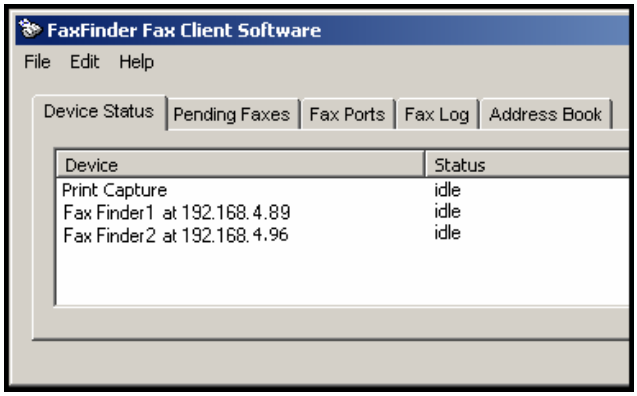
2. At the **Add Device Address** screen, in the “Select Server” field, highlight “FaxFinder.”
   In the “Enter Address” field, enter the IP address or domain name of the FaxFinder unit that the client will use.

   A client can be associated with more than one FaxFinder unit, but the associations must be established one at a time.


Add Device Address
Select Server
FaxFinder
Server Behind Firewall
Enter Address
This can either be an IP Address (eg. 192.168.2.1) or a domain name that is assigned to the fax server (eg. FaxFinder1.multitech.prv)
Username:
Password:
This is the user ID/password combination assigned to you by your administrator to allow you to send faxes using this fax server.
OK
Cancel

3. Enter, in the appropriate fields, the **Username** and **Password** that the client will use when accessing this FaxFinder unit. (The **Username** in the FaxFinder client software is the same as the **User ID** in the FaxFinder server software.) If the client is to be associated with multiple FaxFinder units, a different Username and Password could be established for each. However, in most cases, it is advisable (for the sake of simplicity and convenience) to use the same Username and Password for all FaxFinder units. Click **OK**.

4. A new FaxFinder entry should appear on the “Device Status” tab of the **FaxFinder Fax Client Software** screen.



The status of the newly registered FaxFinder unit should momentarily go from “Logging in” to “Idle.” If it goes to Login Failure, then one of two things is wrong:

a. The IP address or domain name is wrong. If that is the case, delete that entry (by right click-**DELETE**), and enter a new one; otherwise,

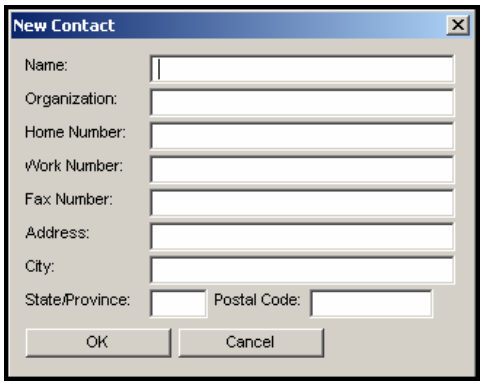
b. The Username/Password combination may be wrong. Verify that the **Username/Password** combination in the client software screen matches the **UserID/Password** combination established in the FaxFinder Server software screen.

Making Address Book Entries

The Address Book in the FaxFinder Fax Client software is a list of persons to whom you expect to send faxes frequently. It is a kind of “outbound list” or recipient list for faxing. You can create your Address Book either *by direct data entry* (using the Add Contact command in the Edit menu) or, if your PC uses Microsoft Outlook as an email client program, by synchronizing your FaxFinder Address Book with a folder in Microsoft Outlook that already contains fax numbers. *This synchronization process will alter both the FaxFinder Client Address Book and the Outlook folder.*

Making an Address Book by Direct Data Entry

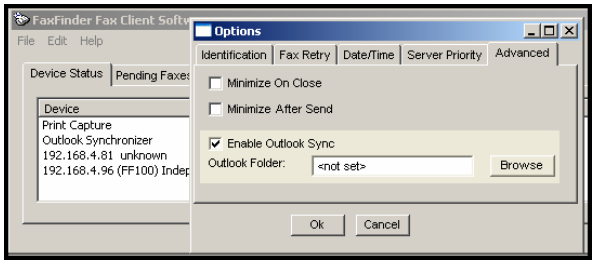
1. In the FaxFinder Fax Client Software,
   go to **Edit | Add Contact**.



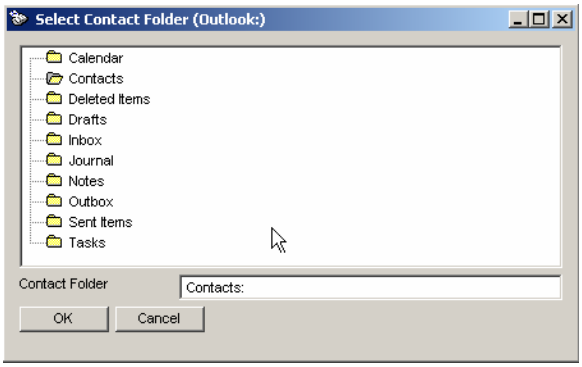
2. Fill in a Name and Fax Number for the recipient and specify other fields as needed. Click **OK**.

Making Address Book Entries by Synchronization with Microsoft Outlook

1. In Microsoft Outlook, view the folder from which you want to be able to transfer fax numbers to the the FaxFinder Client Address Book. Confirm that you want those entries in your FaxFinder Client Address Book. If so, proceed. (For example, you might select the “Contacts” folder in Outlook as your source of existing fax numbers).
2. In the FaxFinder Fax Client Software, go to **File | Options |Advanced** and click on “Enable Outlook Sync.”



3. Click on **Browse**. Select the desired folder from the **Select Contact Folder (Outlook:)** screen. Click **OK**. If a confirmation screen appears, click **OK**.



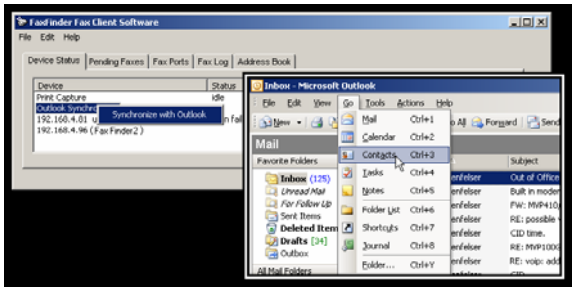
At the **Options** screen, click **OK**.

4. In the FaxFinder Fax Client Software, go to the Device Status tab and select **Outlook Synchronizer** in the "Device" list.

5. Right-click on Outlook Synchronizer and select **Synchronize with Outlook**.

   The Outlook Contact information will be copied into the FaxFinder Address Book. Entries from the FaxFinder Address Book (if any) will also be copied into the Outlook Contact list. A relationship will be created between the corresponding entries for future synchronizations.

   The Outlook Synchronizer feature has many options. For further details, see the **Administrator User Guide**.



Send Test Fax

To verify that the software installation has succeeded, you should use the FaxFinder client software to send a fax to a regular fax machine (preferably a local fax machine). To do so, follow the instructions for the “Sending a Fax” procedure below.

Device Manager Software Functions

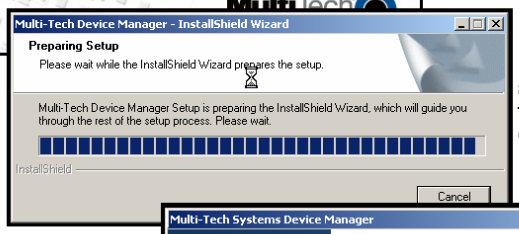
The **Device Manager** software lets you control multiple CallFinder units as a system. It is typical to install the Device Manager program on the administrator's computer (Windows operating system required).

When deploying a new system, two commands will be particularly useful: **Add Device** and **Synchronize Phonebooks**. These Device Manager commands are described after the installation process.

Installing Device Manager Software

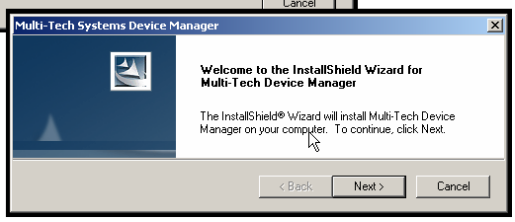
Insert CD.
Installation wizard starts automatically.

Click **Install Software**.

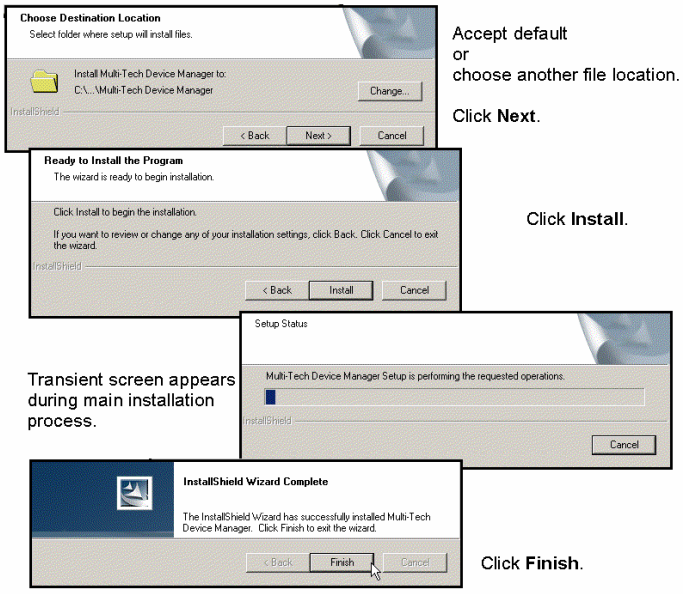

Multi-Tech Device Manager - InstallShield Wizard
Preparing Setup
Please wait while the InstallShield Wizard prepares the setup.
Multi-Tech Device Manager Setup is preparing the InstallShield Wizard, which will guide you through the rest of the setup process. Please wait.
InstallShield
Cancel

Progress screen appears while files are being copied.

Click **Next**.


Multi-Tech Systems Device Manager
Welcome to the InstallShield Wizard for Multi-Tech Device Manager
The InstallShield® Wizard will install Multi-Tech Device Manager on your computer. To continue, click Next.
< Back
Next >
Cancel

Device Manager Installation (continued)

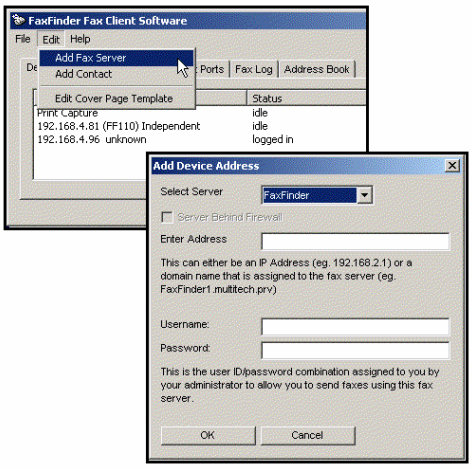


The Device Manager installation is complete.

Adding FaxFinders

Any FaxFinder unit to be added to the system and come under the management of the Device Manager software must be connected to the same IP network as the computer running the Device Manager software.

To add a FaxFinder to the system, start at the main Device Manager screen. Open the **Edit** menu and select **Add Device**. When the **Add Device Address** screen appears, enter the IP address, Username, and Password for the unit you are adding to the system. Then click **OK**.

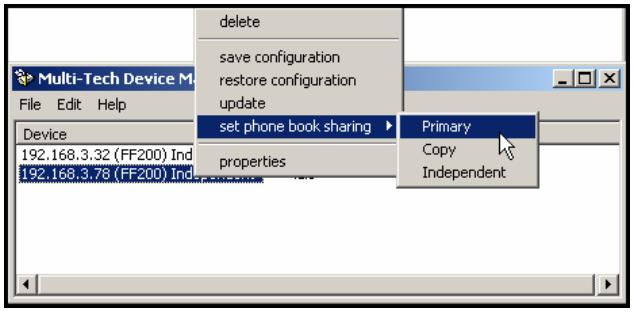


Synchronizing Phonebooks

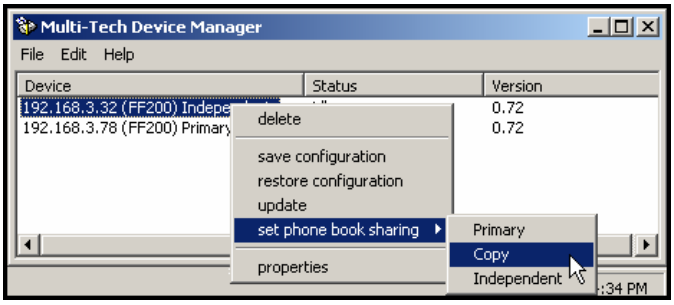
To synchronize phonebooks is to cause the list of allowable inbound fax recipients on one FaxFinder server to be the same as that on another FaxFinder server. Both FaxFinder servers must be connected to the same Ethernet network. When FaxFinder phonebooks are synchronized, all non-administrative listings match. One FaxFinder unit (the **Primary** unit) holds the master list that is transmitted (using the **Synchronize Phonebooks** command) to other FaxFinder units in the system (**Copy** units). FaxFinder units can operate in same system but have independent phonebooks, in which case they are designated **Independent**.

Synchronizing phonebooks entails three steps:

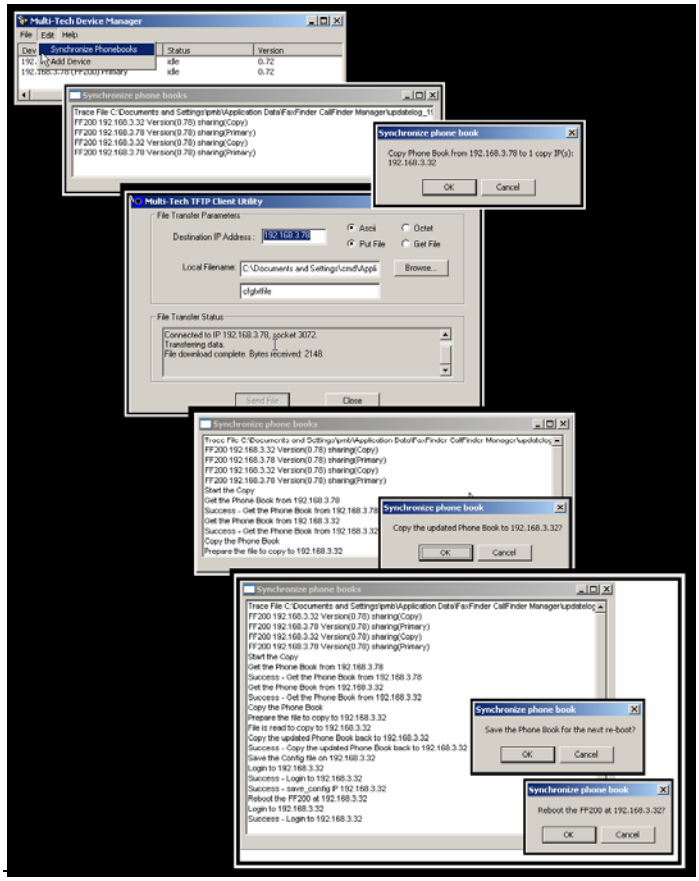
1. *Designating one FaxFinder as the master phone book*. In the main **Device Manager** screen, right-click on the unit to be designated as master, scroll to **Set Phone Book Sharing**, and select **Primary**.



2. *Designating all other FaxFinder units participating in phonebook sharing as **Copy** units*. In the main **Device Manager** screen, right-click on each unit to share the master phonebook, and select **Copy**.



3. *Invoking synchronization*. In the main **Device Manager** screen, open the **Edit** menu and select **Synchronize Phonebooks**. The **Synchronize Phone Books** screen will appear along with a series of transient screens (denoting tftp data transfers) and confirmation screens (where you click **OK** to proceed).


Multi-Tech Device Manager
File Edit Help
Synchronize Phonebooks
Add Device
Status
Version
idle
0.72
Synchronize phone books
Synchronize phone book
Copy Phone Book from 192.168.3.78 to 1 copy IP(s):
192.168.3.32
OK
Cancel
Multi-Tech TFTP Client Utility
File Transfer Parameters
Destination IP Address :
Ascii
Octet
Put File
Get File
Local Filename
Browse...
File Transfer Status
Connected to IP 192.168.3.78, socket 3072.
Transferring data.
File download complete. Bytes received: 2148.
Send File
Close
Copy the updated Phone Book to 192.168.3.32?
Save the Phone Book for the next re-boot?
Reboot the FF200 at 192.168.3.32?

After the master phonebook has been transferred to the first **Copy** FaxFinder (or CallFinder) unit and that unit has been rebooted, the **Device Manager** will automatically begin synchronizing the additional **Copy** FaxFinder (or CallFinder) unit in the system (if any) until all have been synchronized.

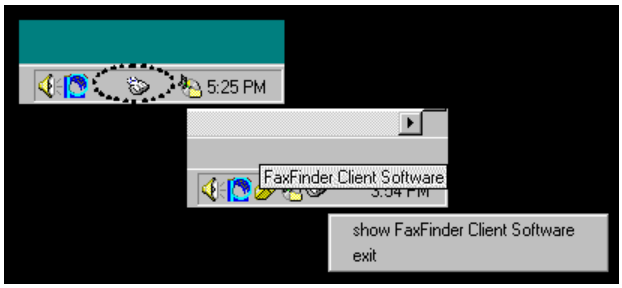
To see the newly synchronized phonebook list in each **Copy** FaxFinder unit, you must update the Phone Book screen by clicking on the **Phone Book** button (to the right of **Administration**) in the list at the top of the screen.

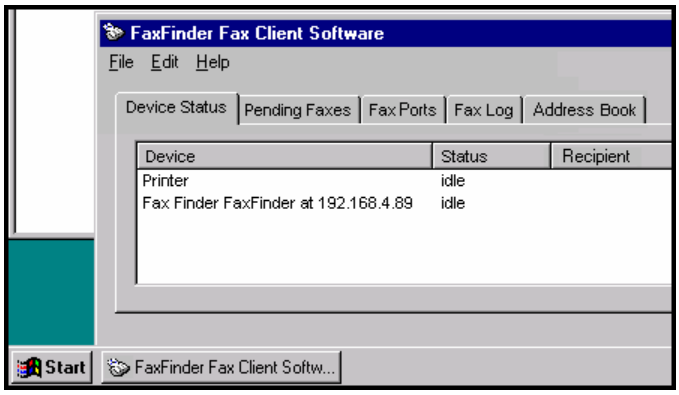
Client Operation

Sending a Fax

To send a fax by printing from an application program on a client PC, follow the steps listed below.

1. The client PC and the FaxFinder server must both be connected to the same Ethernet LAN system. (See the section “Part B: Configuring the FaxFinder Server” earlier in this manual.)
2. The FaxFinder client software must be installed on the PC. (See the section “Installing FaxFinder Client Software” earlier in this manual.)
3. After installation, the **FaxFinder Fax Client Software** program will be running whenever the PC is on. You can view the FaxFinder client program's main window by clicking on the FaxFinder icon at the lower right of the PC’s monitor screen in its Application Tray. Then select “Show FaxFinder Client Software.” (Note: The user can shut down the FaxFinder program by selecting "exit" either from the tray icon or from the main FaxFinder program screen. If the program has been shut down, it can be restarted from the Windows **Start** menu.)

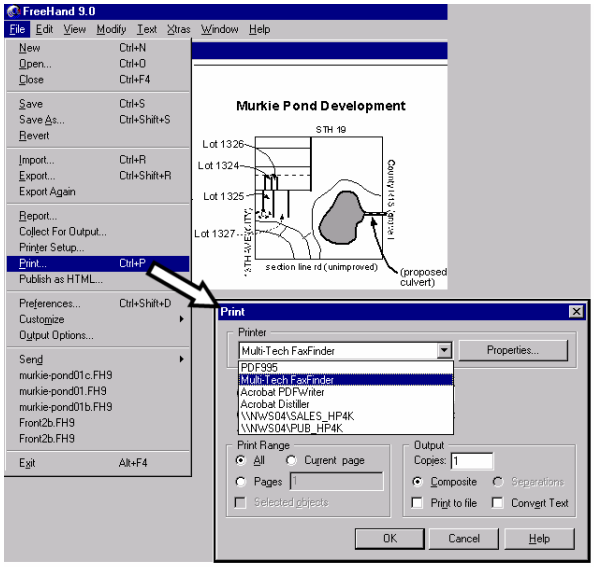




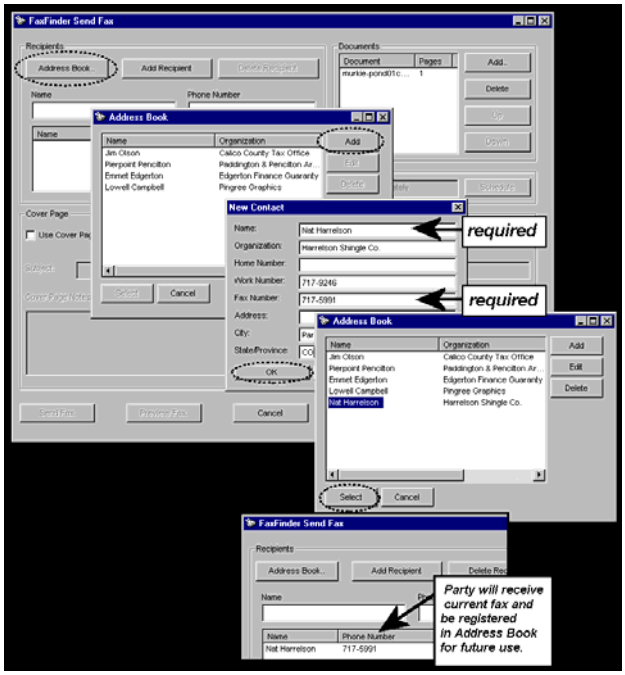
However, you can send faxes through the FaxFinder without bringing up the **FaxFinder Fax Client Software** screen.

4. At the application program (for example, a word processing program or drawing program), print to the FaxFinder.

   Setting the destination of the printing job varies from program to program. For the common **Notepad** text editor program, for example, you must set the destination printer in the **Page Setup** screen. In most cases, however, the destination printer can be set in a **Print** menu that appears when each printing job is initiated.



5. After the printing has been initiated by the application program, the **FaxFinder Send Fax** screen will appear.



Click on **Address Book**. When the **Address Book** screen appears, click "Add." At the **New Contact** screen, enter the recipient's name, fax number, and any other contact information you want to retain.

The recipient's fax number should be entered as you would dial it from a phone on the public phone network (as from a residential phone). Click **OK**. At the **Address Book** screen, highlight the recipient in the list and click "Select." The party will appear in the "Recipients" list in the **FaxFinder Send Fax** screen.

Additional recipients can be added. The same fax message will be sent to all recipients.

A recipient can also be specified directly in the **FaxFinder SendFax** screen by typing his/her name in the "Name" field, typing his/her fax number in the "Phone Number" field, and then clicking on "Add Recipient." Recipients specified in this way will not be added to the **Address Book**.

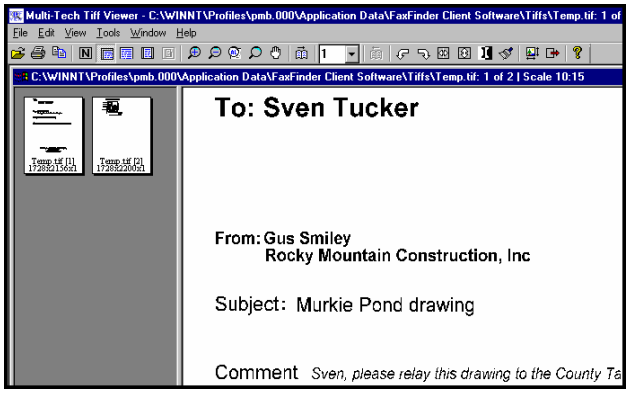
You can also access the Address Book directly to add and edit entries. At the **FaxFinder Fax Client Software** screen, go to **Edit | Add Contact**.

6. If you want to include a cover page with your fax, click in the "Use Cover Page" checkbox. Enter information as needed in the "Subject" and "Cover Page Notes" fields.

   Automated fields, like sender information (individual name, company name, street address, phone number, fax number, etc.) should be entered in the Address Book. The Address Book is accessible in the "Options" menu of the **FaxFinder Fax Client Software** screen. For more information about addresses and the automated fields used in cover pages, see the *Client User Guide*.

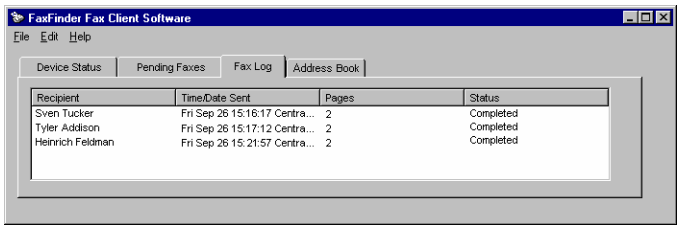
The “Cover Page Style” chosen will determine how this information will appear on the fax cover page. You can select a standard style from the “Cover Page Style” drop-down menu or create a style of your own in the Template Editor. To access the Template Editor software, click on the “View/Edit” button. (For more information, see the section “Creating or Modifying Cover Page Styles” in the *Client User Guide*.)

Click on the “Preview Fax” button to check the fax before you send it. The Mult-Tech Tiff Viewer program will appear.


Multi-Tech Tiff Viewer - C:\WINNT\Profiles\pmb.000\Application Data\FaxFinder Client Software\Tiffs\Temp.tif: 1 of
File Edit View Tools Window Help
C:\WINNT\Profiles\pmb.000\Application Data\FaxFinder Client Software\Tiffs\Temp.tif: 1 of 2 | Scale 10:15
To: Sven Tucker
From: Gus Smiley
Rocky Mountain Construction, Inc
Subject: Murkie Pond drawing
Comment Sven, please relay this drawing to the County Ta

In it, you can view both the cover page and the main fax page(s). (For more information on this, see the section “Using the Multi-Tech Tiff Viewer” in the *Client User Guide*.) When satisfied with your fax, close the Multi-Tech Tiff Viewer program and return to the **FaxFinder Send Fax** screen.

7. At the **FaxFinder Send Fax** screen, click on the “Send Fax Now” button to send the fax.
8. Confirmation of having sent the fax(es) successfully will appear in the “Fax Log” tab of the **FaxFinder Fax Client Software** screen.



Receiving a Fax

Since faxes received through the FaxFinder are transformed into email attachments, they can be directed anywhere email goes. The final recipient can be inside the office or across the ocean.

Receiving Faxes in POTS Mode

In **POTS Mode**, all faxes are emailed to an attendant using a single fax number.

1. The incoming fax arrives in the attendant’s email inbox as a message with an attachment.
2. The attendant uses email to forward the message to the appropriate recipient. Recipients could be on the local Ethernet network or outside of it.

3. The recipient opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.

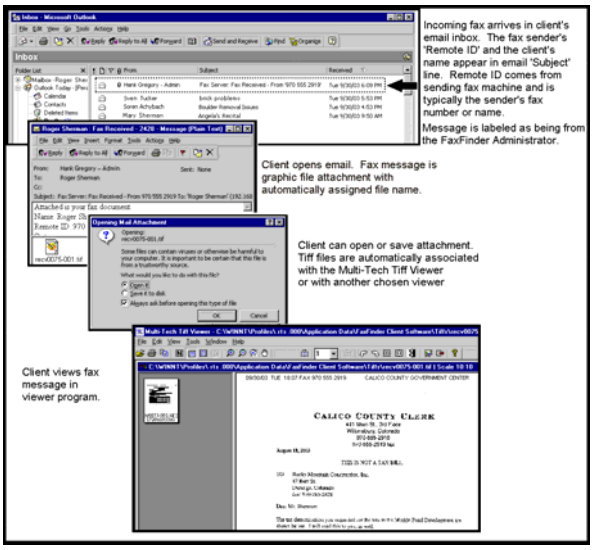
Receiving Faxes in PBX Routing Mode

In **PBX Routing Mode**, the FaxFinder Server delivers incoming faxes to client PCs in their email inboxes.

1. A PBX extension number must be assigned to the client PC at the FaxFinder Server.
2. For fax reception, the client PC and the FaxFinder server *need not* both be connected to the same Ethernet LAN system. (A sales representative, for example, could receive faxes sent to her home office fax number even though she is traveling overseas, if she uses an Internet email account.)
3. A fax document is sent to the PBX extension number of a client/recipient on the FaxFinder system. The fax call is routed to the FaxFinder server and there converted to a TIFF file. The TIFF file is attached to an email message that is sent to the intended recipient's email address (as specified in the FaxFinder Phone Book).
4. The incoming fax arrives in the recipient's email inbox as a message with an attachment.

   The email message is marked as being from the FaxFinder Administrator.

The sender's "Remote ID" and the recipient's name appear in the "Subject" line of the email message. (The Remote ID comes from the sending fax machine and is typically the sender's fax number or name.)


Incoming fax arrives in client's email inbox. The fax sender's 'Remote ID' and the client's name appear in email 'Subject' line. Remote ID comes from sending fax machine and is typically the sender's fax number or name.
Message is labeled as being from the FaxFinder Administrator.
Client opens email. Fax message is graphic file attachment with automatically assigned file name.
Client can open or save attachment. Tiff files are automatically associated with the Multi-Tech Tiff Viewer or with another chosen viewer
Client views fax message in viewer program.
CALICO COUNTY CLERK

5. The fax recipient (a client of the FaxFinder Server) opens the email message. The incoming fax message takes the form of a graphic file attachment. The FaxFinder Server has assigned the file an automatic file name.

Tech Support

Please direct your questions regarding technical matters, product configuration, verification that the product is defective, etc., to our Technical Support department at the phone number or email address for your geographic location as listed on page 2.

Product support resources are available at the Multi-Tech web site: www.multitech.com.

Patents

This device is covered by one or more of the following patents: 6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274. Other patents pending.

MultiTech® Systems

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